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DEPARTMENT
OF REVENUE

Motor Carrier IFTA/Intrastate eFile






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Motor Carrier IFTA/Intrastate eFile Hot Topics

- The Benefits
- When to eFile
- Where to eFile
- Password Management
- User Management
- Error messages and error codes
- Let's wrap it up




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Motor Carrier IFTA/Intrastate eFile The Benefits

- User friendly, easy to use and available 24/7
 - ▶ Log into the eFile application anytime
- Paperless filing
 - ▶ Return is submitted electronically
 - ▶ Provides the ability to view and print previously filed returns
- No manual calculations
 - ▶ Any tax or refund due is calculated automatically
- Convenient payment options
 - ▶ Credit/Debit card
 - ▶ Bank Draft
- Immediate acknowledgement of return, credential, and payment submission

NCDOR Motor Carrier IFTA/Intrastate eFile
When to eFile...




- Whenever you want; the eFile application is available 24/7
- Below is a friendly reminder of when you should log into and use the eFile application:

Quarterly Tax Filing	1 st Quarter: April 1 st - April 30 th 2 nd Quarter: July 1 st - July 30 th 3 rd Quarter: October 1 st - October 30 th 4 th Quarter: January 1 st - January 31 st
Renewal Season	September 1 st - December 31 st
Additional Decals	Anytime 24/7
Record Keeping	Anytime 24/7
Password Management (to keep your password active)	Twice every 180 days

Friendly Reminder

NCDOR Motor Carrier IFTA/Intrastate eFile
Where to eFile...

www.ncdor.gov



- 1 Go to www.ncdor.gov
- 2 Click on 'File and Pay'

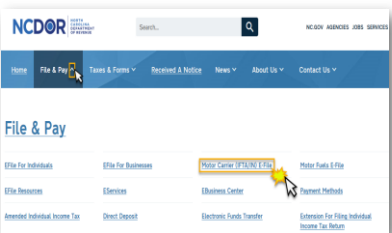
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Where to eFile...

www.ncdor.gov



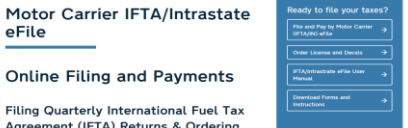
- 3 Click on the 'File and Pay' drop-down icon

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Where to eFile...
www.ncdor.gov



4 Click on 'Motor Carrier (IFTA/IN) E-File'

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Where to eFile...
www.ncdor.gov




5 Go to 'Ready to file your taxes?'

6 Click on 'File and Pay by Motor Carrier (IFTA/IN) eFile'

NCDOR Motor Carrier IFTA/Intrastate eFile
Password Management:

Password Management Tips


- Keep your password active
 - Passwords expire after 180 days of inactivity.
 - Log into your account at least twice a every 180 days to keep your password active.
- Use the 'Forgot your Password' link
 - The 'Forgot your Password' link provides you with a passphrase, a hint, to help you remember your password.
- Keep your password a secret
 - Do not share your password with other users.
 - If someone else needs access to your account, add them to your account as a third party user. This allows you and the other user to have separate login credentials for the same account.



Motor Carrier IFTA/Intrastate eFile
 User Management:

User Management Tips


- Grant someone else access to your account
 - Go to 'User Management' to add a third-party user or a reporting service to your account.
 - This allows you to give account access to other users without having to share your user ID and/or password information.
 - The third-party user or a reporting service will have their own separate user ID and password credentials, which will give them access to your online IFTA/Intrastate account.
- Remove a user from your account
 - Go to 'User Management' to remove a third-party user or a reporting service from your account.
 - Once the user is removed, they will no longer have access to your online IFTA/Intrastate account.



Motor Carrier IFTA/Intrastate eFile
 Error Messages and Error Codes:


Types of Error Messages & Error Codes

- Login Error Messages
- Tax Return Error Messages
- Payment Error Codes



This is how and where the error message displays.

Move cursor over stop sign to see the detailed error message.



Motor Carrier IFTA/Intrastate eFile
 Error Messages and Error Codes:

Login Error Messages

*User ID:
 (E-mail address)

*Password:

- Email Address does not exist in our system, or it is inactive. Check the Email Address.
 - Verify you are using the exact email address used to set up your account.
 - If you do not know the email address or are not sure if you have an active account, contact our office at 919-707-7500.
- Authorization failed, please check the Email Address and Password.
 - Verify you are using the correct email address and password.
 - If you can not remember your password, use the 'Forgot Your Password' option to view your password reminder.
 - If you are unable to recall your password, contact our office at 919-707-7500.
- Your email address is locked out for 30 minutes due to repeated login failures.
 - Close out of the browser for a full 30 minutes, then attempt to log in again.
 - If you can not recall your user ID and/or password contact our office at 919-707-7500.

NCDOR Motor Carrier IFTA/Intrastate eFile
Error Messages and Error Codes:

Return Error Messages: Fuel Tax Computation (Schedule B)

Complete a line for each fuel type used in each IFTA jurisdiction.
Fuel Type: --(---)

Jurisdiction	Total Miles	Taxable Miles	Gallons Purchased
NC	600	500	50
SC	500	500	50

(i) The Sum of Total Miles for all jurisdictions in Schedule B IS MORE THAN the Total Miles reported in Schedule A for fuel type --(i)

► Compare Schedule A and B to verify that the Sum of Total Miles for all jurisdictions entered on Schedule B are EQUAL to the 'Total Miles Traveled' entered on Schedule A.

Miles Per Gallon (Schedule A) [Help](#)

Fill in the Total Miles Traveled and Total Gallons placed in all vehicles for each fuel type used in your operations.

Fuel Type Code	Total Miles Traveled	Total Gallons
<div> <div> Diesel </div> <div>Select Here...</div> </div>	1000	100

NCDOR Motor Carrier IFTA/Intrastate eFile
Error Messages and Error Codes:

Return Error Messages: Fuel Tax Computation (Schedule B)

Complete a line for each fuel type used in each IFTA jurisdiction.
Fuel Type: --(---)

Jurisdiction	Total Miles	Taxable Miles	Gallons Purchased
NC	400	500	50
SC	500	500	50

(i) The Sum of Total Miles for all jurisdictions in Schedule B IS NOT EQUAL to the Total Miles reported in Schedule A for fuel type --(i)

► Compare Schedules A and B to verify that the Sum of Total Miles for all jurisdictions entered on Schedule B are EQUAL to the 'Total Miles Traveled' entered on Schedule A.

Miles Per Gallon (Schedule A) [Help](#)

Fill in the Total Miles Traveled and Total Gallons placed in all vehicles for each fuel type used in your operations.

Fuel Type Code	Total Miles Traveled	Total Gallons
<div> <div> Diesel </div> <div>Select Here...</div> </div>	1000	100

NCDOR Motor Carrier IFTA/Intrastate eFile
Error Messages and Error Codes:

Return Error Messages: Fuel Tax Computation (Schedule B)

Complete a line for each fuel type used in each IFTA jurisdiction.
Fuel Type: --(---)

Jurisdiction	Total Miles	Taxable Miles	Gallons Purchased
NC	500	500	100
SC	500	500	50

(i) The Sum of Tax Paid Gallons for all jurisdictions in Schedule B IS MORE THAN the Total Gallons reported in Schedule A for fuel type --(i)

► Compare Schedule A and B to verify that the Sum of Tax Paid Gallons for all jurisdictions entered on Schedule B are EQUAL to the 'Total Gallons' entered on Schedule A.

Miles Per Gallon (Schedule A) [Help](#)

Fill in the Total Miles Traveled and Total Gallons placed in all vehicles for each fuel type used in your operations.

Fuel Type Code	Total Miles Traveled	Total Gallons
<div> <div> Diesel </div> <div>Select Here...</div> </div>	1000	100



Questions?